

U.S. DISTRICT COURT  
DISTRICT OF DELAWARE  
FILED  
2022 JUL 28 AM 10:23  
SJD

Item  
"C"  
Miss and  
Denial  
Service  
Anbrys

Proof of service  
Accepted.

CUSTOMER #: 286485

01/30/18

82955NA

IT HAS TO BE  
**NALEY**  
NISSAN OF ATLANTA  
THE CARS WHERE THE NAME YOU TRUST

SONYA YOUTT MCNEAL  
4457 NORTHRIDGE TRL  
ELLENWOOD, GA 30294-2463  
HOME: 678-508-6617 CONT: 678-508-6617  
BUS: 404-436-9183 CELL: 678-508-6617

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 982684 LAURENCE HESCH

2551 The Nalley Way  
Atlanta, GA 30360  
Main Phone (770) 455-1669  
Toll Free (866) 202-0478  
www.naleycars.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
OM1/	15	NISSAN VERSA	3N1CN7AP0FL880554		81689/81689	T509

DEL. DATE	PERIOD	SATUR. WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JAN15 DD			WAIT 30JAN18			CASH	30JAN18

R.G. OPENED	READY	OPTIONS: SOLD-STK: FL880554 DLR: 5107 ENG: 1.6_Liter
11:46 30JAN18	13:13 30JAN18	TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	\$39.95	CONVENTIONAL OIL and FILTER Change					
MA9	\$39.95	Conventional Oil and Filter Change					
	984914	CPM	0.30		16.45	16.45	16.45
1	11026-JA00A	WASHER DRAIN		0.22	0.22	0.22	0.22
1	15208-63P0E	ON. FILTER		8.53	8.53	8.53	8.53
5	CONOSW30	CONVEN SW30 PENSOIL		2.95	2.95	2.95	14.7
PARTS:	23.50	LABOR:		16.45	OTHER:	0.00	TOTAL LINE C
complete							39.9

## D Brake Fluid Exchange

VS009	Brake Fluid Exchange						
984914	CPM	1.00			100.00	100.00	100.00
ADJUSTMENT:					-25.00	-25.00	-25.00
1	608334	VALVOLINE BRAKE FLUSH		49.95	49.95	49.95	49.95
PARTS:	49.95	LABOR:		0.00	OTHER:	5.00	TOTAL LINE D
complete							124.9

## E Tires - Rotate and Balance

MA41	Tires - Rotate and						
	984914	CPM	0.80				
PARTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE E
complete							39.9

## F COURTESY EXTERIOR WASH

CW COURTESY EXTERIOR WASH							
984914	CPC	0.00			0.00	0.00	0.00
PARTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE F

EST: 232.44 30JAN18 11:46 SA: 982684

SHOP SUPPLIES

21.1

**WARRANTY STATEMENT AND DISCLAIMER:** PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

\***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair. (Does not include Oil Changes).

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 1:  
College Park, GA 30349

IT HAS TO BE

**NALEY**  
NISSAN OF ATLANTA  
THE CAR COMPANY THAT MAKES YOU SMILE

CUSTOMER #: 286485

82955NA

## \*INVOICE\*

SONYA YOUETT MCNEAL  
4457 NORTHRIDGE TRL  
ELLENWOOD, GA 30294-2463  
HOME: 678-508-6617 CONT: 678-508-6617  
BUS: 404-436-9183 CELL: 678-508-6617

PAGE 2

SERVICE ADVISOR: 982684 LAURENCE HISCHT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
OM1/	15	NISSAN VERSA	3N1CN7AP0FL880554		81689/81689	T509
DEL. DATE	PICK UP DATE	WARR. EXR.	PROMISED	PO#NO.	RATE	PAYMENT

19JAN15 DD WAIT 30JAN18 CASH 30JAN16  
R.O. COMPLETED READY OPTIONS: SOLD-STK:FL880554 DLR:5107 ENG:1.6 Liter  
TRN: AUTOMATIC

11:46 30JAN18	13:13 30JAN18	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

REC CREATED 2018-01-30  
10:36:00AM TAKEN BY STEP HANIE  
DAVIES

90,000 miles

Alura 8993

Open An After 39.95

In Cash after 49.95

## STATE

5.1

**WARRANTY STATEMENT AND DISCLAIMER:** PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	156.4
PARTS AMOUNT	73.4
ADJUSTMENT	-25.0
SUBLET AMOUNT	0.0
MISC. CHARGES	21.1
TOTAL CHARGES	225.9
LESS INSURANCE	0.0
SALES TAX	5.1
PLEASE PAY THIS AMOUNT	231.1

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 13  
College Park, GA 30349

01/30/18 01:50 PM  
MID: 372405548887  
TLI: 00000044  
App: AMERICAN EXPRESS  
Card Account: XXXXXXXXXXXX1004  
Card Exp: XX/XX  
Customer : 286485  
TranIdent: 82855NA  
Station: ATL-NI-SV-W5-09  
Name: MCVEAL/SONYA  
Entry: Chip  
Transaction Type: SALE  
Tran Serial #: 222013579  
Auth Code: 869882  
Amount \$231.10

Mode: Issuer  
AID: A000000025010801  
TVR: 0000008000  
IAD: 064A010360A002  
TSI: F800  
ARC: 00

I agree to pay the indicated amount and  
to be bound by the terms of the card  
member agreement

#2-2018

CUSTOMER #: 286485

Note Kepp  
Copy in  
Vehicle

91146NA

\*INVOICE\*

PAGE 1

SONYA YOUTT MCNEAL  
4457 NORTHRIDGE TRL  
ELLENWOOD, GA 30294-2463  
HOME: 678-508-6617 CONT: 678-508-6617  
BUS: 404-436-9183 CELL: 678-508-6617

SERVICE ADVISOR: 982684 LAURENCE HECHT

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**NALEY**  
NISSAN OF ATLANTA  
THE CAR YOU TRUST THE NAME YOU TRUST

2551 The Nalley Way  
Atlanta, GA 30360  
Main Phone (770) 455-1669  
Toll Free (866) 202-0478  
www.nalleycare.com

COLOR	YEAR	MAKEMODEL	KM	LICENSE	MILEAGE IN MILE	TAG
QM1/	15	NISSAN VERSA	3N1CN7AP0FL880554		85341/85341	T5392
DEL DATE	PROD DATE	WARR EXP	FROM/TO	REG NO.	RATE	PAYMENT

19JAN15 DD WAIT 27APR18 CASH 27APR18  
S.O. GREENE READY OPTIONS: SOLD-STK:FL880554 DLR:5107 ENG:1.6\_Liter  
TRN:AUTOMATIC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	*****	*****	*****				
A	FS02	DEFAULT		084914 CPC 1.20	99.95	99.95	99.95
A	ADJ	Adjustment			-60.00	-60.00	-60.00
PARTS:	0.00	LABOR:	99.95	OTHER:	60.00	TOTAL LINE A:	29.95
C	*****	*****	*****				
C	55NIZINS	POINT INSPECTION		984914 CPC 0.00	0.00	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
D	*****	*****	*****				
D	3	MOUNT AND BALANCE 4 BRIDGESTONE TIRES OETIR-02944		984914 CPC 1.20	72.96	72.96	72.96
D	3	CAUSE MOUNT & BALANCE 4 TIRES		OETIR-02944 BRIDGESTONE P185/65R15 86H	97.66	97.66	292.96
D	3	CSD MOUNT & BALANCE 4 TIRES		TD Tire Disposal	2.00	2.00	6.00
D	3	TD Tire Disposal		TT State Fee - Tire	1.00	1.00	3.00
D	1	TT State Fee - Tire		TIRE TIRE PROMO	1.29	1.29	3.06
D	1	TIRE TIRE PROMO		TD Tire Disposal	2.00	2.00	2.00
D	1	TD Tire Disposal		TT State Fee - Tire	1.00	1.00	1.00
PARTS:	293.98	LABOR:	72.96	OTHER:	12.00	TOTAL LINE D:	377.96
E	*****	*****	*****				
E	5	4TH TIRE FOR \$1.00 PROMO		984914 CPC 0.00	0.00	0.00	0.00
E	5	CAUSE 4TH TIRE FOR \$1.00 PROMO		TD Tire Disposal	75.00	75.00	75.00
E	1	TD Tire Disposal		1 OETIR-02944 BRIDGESTONE P185/65R15 86H	97.66	97.66	76.00
E	1	1 OETIR-02944 BRIDGESTONE P185/65R15 86H		TT State Fee - Tire	76.00	76.00	1.00
PARTS:	36.00	LABOR:	0.00	OTHER:	75.00	TOTAL LINE E:	1.00
F	*****	*****	*****				
F	5	S39.95 Conventional Oil and Filter Change		984914 CPC 0.30	14.45	14.45	14.45
F	5	CAUSE S39.95 Conventional Oil and Filter Change		1 11026-JA00A WASHER DRAIN	0.69	0.69	0.69

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

REMIT TO: 445 Atlanta South Pkwy, Suite 131  
College Park, GA 30349

COURTER # : 286485

91146NA

IT HAS TO BE  
**NALEY**  
NISSAN OF ATLANTA  
THE AUTHORIZED NISSAN DEALER

SONYA YOUTT MCNEAL  
4457 NORTHRIDGE TRL  
ELLENWOOD, GA 30294-2463  
HOME: 678-508-6617 CONT: 678-508-6617  
BUS: 404-436-9183 CELL: 678-508-6617

PAGE 2

SERVICE ADVISOR: 982684 LAURENCE HSCHT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN ODE	TAG
QM1/	15	NISSAN VERSA	3N1CN7AP0FL880554		85341/85341	T5392
DEL DATE	PROG DATE	WARR EXP.	PRGMISED	P.O.NO.	RATE	PAYMENT
19JAN15 DD			WAIT 27APR18			CASH 27APR18
REG OPENED		READY		OPTIONS: SOLD-STK:FL880554 DLR:5107 ENG:1.6 Liter		
				TRN:AUTOMATIC		
14:49 27APR18	16:28 27APR18					
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL						
15000 CONVEN 5W30 14.45 9.47 9.47 9.47						
5 CONO5W30 CONVEN 5W30 PENSOIL 2.95 2.95 2.95 14.71						
PARTS:	24.91 LABOR:	14.45 OTHER:	0.00	TOTAL LINE F:	39.36	
*****						
G SAVE BEST OLD WORK FOR CUSTOMER - PUT IN TRUNK						
MISC MISC. CHARGE						
984914 CPC 0.00			0.00		0.00	0.0
PARTS:	0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE G:	0.0	
*****						
H WASH AND VACCUM						
CR COURTESY EXTERIOR WASH						
984914 CPC 0.00			0.00		0.00	0.0
PARTS:	0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE H:	0.0	
*****						
EST: 17.88	27APR18 14:49 SA: 982684					
SHOP SUPPLIES						
CREATED 2018-04-24 10:59:00						
TAKEN BY \$10 OF F LOF						

STATE

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DESCRIPTION	TOTALS
LABOR AMOUNT	176.4
PARTS AMOUNT	394.8
ADJUSTMENT	-135.0
SUBLET AMOUNT	0.0
MISC. CHARGES *	26.0
TOTAL CHARGED	462.3
LESS INSURANCE	0.0
SALES TAX	27.6
PLEASE PAY THIS AMOUNT	490.0

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 1:

11375-BLS Doc 4700 Filed 05/13/22 Page 26 of 36  
in of Atlanta  
Nalley Way  
GA 30360  
455-1888

04/27/18 04:43 PM  
MID: 372405548887  
TLI: 00000044  
Card Type: MC  
Card Account: XXXXXXXXXXXXXXXX2088  
Card Exp: XX/XX  
Customer : 2986485  
TranIdent: 01146NA  
Station: ATL-NI-SV-W5-09  
Name: MCNEAL/SONYA V.MS  
Entry: Swiped  
Transaction Type: DEBIT  
Debit Serial: 8565  
Tran Serial #: 248425609  
Auth Code: 332038  
Amount \$400.02

\*\*\* NO SIGNATURE REQUIRED \*\*\*

Appointment  
Nissan  
May 18, 2021

**Confirmation Code:** X043V693J7

**Date and Time:** May 18, 2021 11:45:00 AM

**Vehicle:** 2015 NISSAN VERSA

**VIN:** 3N1CN7AP0FL880554

**Advisor:** Main Shop Service

**Requested Arrangement:** Waiting while work is performed

**Repair Services:**

**Tell Us More**

- 1. Takata Airbag Repair 2. Front Brakes (Replace Front Brake Pad and Resurface Rotors) 3. Wash and Vac

**Notes:**

- 1. Takata Airbag Repair 2. Front Brakes (Replace Front Brake Pads and Resurface Rotors) 3. Wash and Vac

Did you know that you can manage your appointment online? Click the button below to make adjustments to your reservation, or you can reach us at (770) 626-7380.

[MANAGE SERVICE](#)

We look forward to providing you with the highest level of service.

Sincerely,

**Mike Rezi Nissan Atlanta**

**2551 The Nalley Way**

**Atlanta, Georgia 30360**

**(770) 626-7380**

[Website](#) | [View in Dealer](#)

**Subject:** Appointment Reminder: Mike Rezi ^\_Nissan^\_ Atlanta appointment on May 18, 2021 11:45:00 AM  
**To:** [ <mspoetlyrics@yahoo.com>]  
**From:** mrowland@mikerezinissan.com <mrowland@mikerezinissan.com>  
**Date:** Mon, May 17, 2021 at 5:48 PM



Hello Sonya McNeal,

We know that you haven't forgotten, but we thought you would appreciate a quick reminder for your upcoming appointment. Our factory-trained Certified Technicians will take great care of your vehicle.

For your convenience you can add this appointment time to your calendar using the attached file, if present, or by clicking the button below:

Subject: RE: Sonya McNeal- Refund  
To: [Micah Rowland <mrowland@mikerezinissan.com>]  
From: Sonya McNeal <mspoetlyrics@yahoo.com>  
Cc: [Ashley Whitford <aWhitford@mikerezinissan.com>]  
Date: Sat, Apr 3, 2021 at 1:46 PM

Thank you, I will proceed with the recommended services for my vehicle by the service advisor: Sean Joyner.

Sonya McNeal

On Tuesday, March 30, 2021, 02:06:26 PM EDT, Micah Rowland <mrowland@mikerezinissan.com> wrote:

Sonya,

Thank you for sharing. We will need to have you visit the store so you can meet with the Service manager directly to review the services with you. This will be the only way to issue a refund.

Are you able to do this before tomorrow evening?

-Micah Rowland  
-BDC Director  
-Mike Rezi Nissan  
-470-550-5877 (Direct)  
-931-212-9798 (Cell)

**MIKE REZI**

"Leaders think and talk about THE solutions. Followers think and talk about THE problems." -Brian Tracy

From: mspoetlyrics <mspoetlyrics@yahoo.com>  
Sent: Tuesday, March 30, 2021 2:04 PM  
To: Micah Rowland <mrowland@mikerezinissan.com>  
Subject: RE: Sonya McNeal- Refund

March 30, 2021

Greetings:

Scheduled car repairs not done.

1. Front Wheel Alignment
2. Oil Change
3. Tires Rotation
4. Tires Balance
5. Emissions
6. Wash/Vacuum

\$179.00- please return for none fulfilled service

404-849-1520

Appointment  
Nissa N.  
March 30, 2021